

INTERNAL RULES FOR GUESTS OF SPA & FITNESS SHIMA

To ensure your safety, comfort, and a high-quality wellness experience, we kindly ask all guests to familiarise themselves with the following rules and strictly follow them during their visit to the spa and fitness centre:

I. GENERAL ACCESS REGULATIONS

1. Spa Shima is open every day from 07:00 to 21:00.
2. Access to Spa Shima is granted only with a valid membership/subscription, paid therapy, or when accompanied by staff during an introductory visit.
3. Entry into the spa areas – Sauna, Steam Room, Hammam, Showers, Relaxation Zone, Salt Room – is allowed only with a clean towel (or robe). Swimwear is recommended but not mandatory. Entry in underwear is not permitted.
4. It is strictly forbidden to enter spa areas such as the Sauna, Steam Room, Hammam, Showers, or Salt Room with mobile phones, watches, jewellery, sharp objects or any items that may cause injury or damage the facilities.
5. It is strictly forbidden to enter spa areas such as the Sauna, Steam Room, Hammam and Infrared Sauna with slippers or any kind of footwear.
6. Access to the Fitness Zone is permitted only with appropriate clean sports shoes.
7. Children under the age of 15 are not allowed in Spa Shima. Teenagers aged 15–18 may enter only with a parent/guardian and written consent for use of Spa Shima's facilities and services.
8. Food and drinks from outside are not allowed within Spa Shima.
9. The possession or carrying of firearms, cold weapons, explosive devices, or any other dangerous objects is strictly prohibited on the premises.
10. Every visitor must fill out and sign an "Informed Consent" and "Health Declaration" form and review the "Privacy Policy" and "Internal Rules".

II. SAFETY AND CONDUCT

1. Caution! Slippery and wet floor surfaces. Please walk carefully.
2. Do not touch electrical switches, sockets, or appliances with wet hands. Risk of electric shock!
3. Bringing glass containers, bottles, or fragile items into Spa Shima is prohibited.
4. Visitors take full personal responsibility when using any of Spa Shima's facilities or services.
5. Individuals with chronic illnesses, high/low blood pressure, heart conditions, pregnancy, or any other health issues are strongly advised to consult a doctor prior to using Spa Shima's services. Clients take full responsibility for their decisions and any resulting consequences.
6. In case of discomfort, dizziness, rapid heartbeat, shortness of breath, or any unusual symptoms, please notify staff immediately and seek medical assistance.
7. After using Sauna, Steam Room, Hammam, Showers, Relaxation Zone, Salt Room, Fitness or any kind of therapy, cooling down and resting is strongly recommended.

8. Consumption of alcohol, smoking, and use of any intoxicating substances is strictly prohibited within Spa Shima.
9. For safety reasons, running, jumping, or any sudden or hazardous movements in water or shared areas are prohibited. All guests should move calmly and carefully to ensure safety and comfort for themselves and others.
10. The Fresh Bar offers food and beverages that may cause physiological reactions or allergies. Clients are responsible for reviewing the list of ingredients and allergens and should consume products only if certain they are safe based on their health and sensitivities.
11. Hot and cold spa equipment (including saunas, steam rooms, ice bucket, contrast showers, etc.) may provoke reactions in individuals with temperature sensitivities or health conditions. Entry is permitted only after personal assessment and in the absence of contraindications. Clients are responsible for evaluating their health before use. In case of doubt, a prior consultation with a medical professional is recommended.
12. Use of spa equipment, including the relaxation area, is strictly individual. Reserving or holding loungers or spots by leaving personal items unattended is not permitted.
13. Silence and respectful behaviour are expected in relaxation and therapy areas. Mobile phones must be switched off or set to silent mode.

III. HYGIENE

1. Showering before and after using any facilities is mandatory.
2. Use of a towel on loungers and seating in the Relaxation Zone, Sauna, Steam Room, and Hammam is mandatory.
3. Entry into the Sauna, Steam Room, and Hammam with slippers, shoes, or other external items is strictly prohibited. For hygiene and safety reasons, these areas must be used barefoot.
4. All waste and personal trash must be disposed of in designated bins.
5. Entry into the Fitness Zone is allowed only with clean sports shoes.

IV. LIABILITY

1. Spa Shima is not liable for any incidents resulting from non-compliance with these rules.
2. Spa Shima is not responsible for lost, stolen, or damaged personal belongings.
3. Staff has the right to refuse access or terminate a visit of any guest violating the rules or endangering themselves or others, without refund.
4. Spa Shima reserves the right to deny entry or refuse issuing a membership without justification, as long as this does not conflict with applicable law or constitute discrimination.
5. Any damage to Spa Shima's property, facilities, or equipment must be compensated by the person responsible, whether intentional or due to negligence. Clients are personally responsible for preserving the centre's infrastructure.
6. All visitors must follow staff instructions and comply with Spa Shima's internal rules.

Thank you for your cooperation and understanding.

Your safety is our priority.